

[0076]

Although the system and method of the present invention has been described in connection with the preferred embodiment, it is not intended to be limited to the specific form set forth herein, but on the contrary, it is intended to cover such alternatives, modifications, and equivalents, as can be reasonably included within the spirit and scope of the invention as defined by the appended claims.

## CLAIMS

We claim:

- [c1] 1. A property management system for managing property utilized by a tenant, managed by a property manager, and serviced by a vendor, comprising:

an incident report corresponding to an incident being generated by a correspondent, the correspondent selected from at least one of the tenant, the property manager and the vendor;

a digital network for receiving the incident report from the correspondent;  
and

a computer-based application for receiving the incident report from the digital network and storing the reported incident in a database, the database being accessible via the digital network to the tenant, the property manager and the vendor.

- [c2] 2. A property management system for managing property utilized by a tenant, maintained by a property manager, and serviced by a vendor, comprising:

an incident report corresponding to an incident being generated by a correspondent, the correspondent selected from at least one of the tenant, the property manager and the vendor;

a digital network for receiving the incident report from the correspondent;  
and

a computer-based application for receiving the incident report from the digital network and storing the reported incident in a database, the database being accessible via the digital network to the tenant, the property manager and the vendor, the computer-based application generating a notification in response to the incident report, the notification being transmitted to the vendor via a notification method.

- [c3] 3. A property management system for managing property utilized by a tenant, maintained by a property manager, and serviced by a vendor, comprising:

an incident report corresponding to an incident being generated by a correspondent, the correspondent selected from at least one of the tenant, the property manager and the vendor;

a digital network for receiving the incident report from the correspondent;  
and

a computer-based application for receiving the incident report from the digital network and storing the reported incident in a database, the database being accessible via the digital network to the tenant, the property manager and the vendor, the computer-based application generating a notification in response to the incident report, the notification containing information describing a work request, the notification being transmitted to the vendor via a notification method.

- [c4] 4. The property management system for managing property utilized by a tenant, maintained by a property manager, and serviced by a vendor as described in claim 2 wherein said notification method includes the transmission of the notification by electronic mail.
- [c5] 5. The property management system for managing property utilized by a tenant, maintained by a property manager, and serviced by a vendor as described in claim 2 wherein said notification method includes the transmission of the notification by facsimile.
- [c6] 6. The property management system for managing property utilized by a tenant, maintained by a property manager, and serviced by a vendor as described in claim 2 wherein said notification method includes the transmission of the notification by computer synthesized telephone-delivered voice or voice mail.
- [c7] 7. Those methods include: web site provided information, e-mail, pager activation, real-time synthesized telephone-delivered voice or voice mail, fax, paper mail, and transmission to a digital wireless device such as a personal digital assistant.